Provider Support Call | 3-27-14

Ouestions and Answers

March 2014 - Monthly Provider Support Call Summary

Please share with your case managers and administrative staff or other employees.

Each month the WDH-Behavioral Health Division holds a monthly provider support call to let providers know what is going on and give additional clarification on items that have been released. We are changing the day of the standing call to the last Monday of each month at 2 pm. Therefore, the next call will be the last Monday of April (April 28) at 2pm.

TOPICS Covered

Staffing Flexibility Information and monitoring guidance for case managers:

The staffing flexibility bulletin described when staffing flexibility could be utilized, along with specific provider expectations. Any providers that wish to utilize staffing flexibility as described in the bulletin shall work with the case manager and the participant's team to complete the Supervision Flexibility Form. This form was sent in the e-mail with the bulletin and is also available on the Behavioral Health Division's (BHD) website on the left side under the forms and documents link. The provider, case manager, and participant and/or the participant's legal representative are required to sign the form after the provider discussed how the flexibility will be implemented and how the health, safety, integration and training needs of the participant will still be met. Case Managers need to upload the completed form into the Electronic Medicaid Waiver System in the document library for the participant. The deadline for uploading this form is June 1, 2014. This form will also be utilized for those participants transitioning to the new Comprehensive waiver.

So far, there have been very few questions submitted regarding staffing flexibility, the bulletin, or the form; however, the BHD has formed an internal work team that is comprised of representatives from both the Participant and Provider Support units to work on Frequently Asked Question (FAQ's) and monitoring. The FAQ will be posted to the BHD website to assist teams with questions they may have.

The BHD encourages providers to follow the support level identified in the plan of care and in the Supervision Flexibility Form. Case managers will monitor how the provider is implementing staffing flexibility when service observations are occurring. Should there be a concern regarding staffing either by the case manager or any member of the team, it should be handled at the lowest level first with the case manager addressing it directly with the provider. Should it appear that there is no resolution at that level, please contact your assigned Provider Support Specialist and they will assist case managers in determining the next steps. BHD will provide more concrete guidance as the work team determines the areas of need based on reported concerns and the FAQ's. The FAQ will be posted to the website by mid-April.

The BHD encourages anyone with questions to email the BHD and the BHD managers and work team will address them as quickly as possible. Any participant specific questions should be addressed with your local Participant Support Specialist to maintain HIPAA compliance with participant information.

Waiver Update and IBA letter update

- BHD received confirmation of the Adult DD Waiver Extension through September 28, 2014.
- IBA letters will be sent out next week for Adult DD waiver participants and those who are 20.5 years old aging out.
- Adult DD waiver participants will have until the 28th of September to technically switch to the new Comprehensive waiver, but most need to transition this summer.
- All Adult DD plans will be due August 27, 2014 for the 30 day window of approval.
- We are testing our electronic systems for the new waivers and putting together training for the new forms and plan of care changes.
- Plans may need to start mid-month for the shortened, pro-rated plans, but they should move to a first of the month start date at the next annual cycle.

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- The wait list funding from the legislature goes into effect July 1, 2014. Funding letters will not be distributed until the money is available.
- Funding letters will be sent out on a priority basis: people who meet emergency criteria are funded first, then the people who have been waiting the longest, until the appropriation (new funding) is fully committed.
- Not all persons on the wait list will receive a funding letter. We will fund everyone waiting 18 months or longer as of September 28, 2013 onto the Supports waiver, unless they meet the eligibility and emergency criteria for the Comprehensive Waiver.
- Funding letters will be mailed out over a three month period after July 1.
- A plan of care must be submitted to the Division within 3 months from the date of the funding letter or the funding opportunity will be lost and re-application for the waiver is required.
- All plans must start on the first day of the month.

Training update:

We are posting YouTube training videos for case managers regarding changes to the plan of care, EMWS, new forms and other topics relating to the new waivers. We will do the trainings in multiple parts, so that each video is only about 15 to 20 minutes. The last training video and call will be held about 3 weeks after the first one so we can answer questions you have after you have had a chance to get into the new plan of care, use the new forms, and have additional questions or concerns.

The training videos will be available for you to watch at your leisure. We will schedule conference calls two weeks after the videos are posted to answer your questions or explain topics in more detail. We will have two calls scheduled at different times for each part of the training so hopefully one time will work with your schedule. Trying the training this way, we hope to avoid technical difficulties with a webinar and allow you to receive the training when it is more convenient for you. Because we are requiring the training for case managers, we will have a Surveymonkey link to an online survey at the end of the training so we can get feedback and questions from you and documentation that you watched it.

Case Management legislation

A bill was passed during the 2014 legislative session regarding implementation of Conflict Free Case Management. After the bill was finalized, the Behavioral Health Division has asked for the Division's legal representative from the A.G.'s office, as well as, the Medicaid attorney to review the language in the bill and provide guidance to the BHD on its interpretation. That legal team is currently working with another attorney from the Director's office, and will also seek guidance from a legislator to ensure that the bill is interpreted as it was intended. The next step will be to work on a proposal to present to CMS on how Wyoming intends to address Conflict Free Case Management in order to ensure that what will be implemented will meet the federal requirements and be approved by CMS. The BHD must receive approval from CMS on the proposal prior to moving forward on any further implementation. This approval process could take several more weeks. In the meantime, the BHD will continue to take Conflict Free Case Management agency applications. There are currently several agencies who are working on finalizing their applications, but no applications been approved yet. There have also been many case managers who have reported to the BHD that they are forming Conflict Free Case Management agencies and the BHD is working on a way to add them to the Public Provider listing so they will show up as a choice as a Conflict Free Case Management agency.

Provider enrollment reminder

With the two new waivers starting on April 1st, there are also some new services that will offer further ways to increase independence for participants. There are also some current services that have increased qualifications. A provider training was held in February to go over the new services, including expectations of the service and the provider qualifications along with the services that will require increased qualifications. That training is posted to the BHD website along with YouTube videos which covers the entire training.

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A requirement for all providers who which to provide services on the new waivers is to complete and submit the Towns and Services Form. This form was sent to all providers in February but is also available from any Provider Support Specialist. It does need to be completed and sent back to the provider's assigned Provider Support Specialist prior to being certified for any service on the new waivers. Even if you are a current provider, you will need to complete the form and send it in if you wish to provide any service on the new waivers.

The BHD is encouraging all providers to consider seeking certification in some of the services that will most likely be used on the Supports waiver. Individuals currently on the wait list for the waivers and who will meet the qualifications to come off the waiting list will be given a slot on the Supports waiver. Due to the IBA cap on the Supports waiver, the services most needed will be respite, companion, child habilitation, individual habilitation training, supported living, employment services, homemaker, and transportation.

Your assigned Provider Support Specialist will be happy to go over any service options and qualifications. We will continue to take the Towns and Services form so if you haven't already sent in your form, please get it back to your Provider Support Specialist so that you will show up on the Public Provider Listing as a provider on the two new waivers.

Remove/Add User in EMWS

We have a reminder particularly for Case Managers who are transitioning from one agency to another, or from independent status to a conflict free agency, please make sure both the terminating agency and the new agency complete the required documentation to change case management in EMWS.

For changes in case management, both the terminating agency and new agency must complete the Add/Remove User from EMWS Request Form accordingly, and fax or mail the form to Rory Schiffbauer at 307-777-5849.

Failure to complete the form could result in a HIPAA violation, which we want to avoid.

Next call is Monday, April 28 at 2 pm.